

Inquiry Reasons
For 4/1/2019 - 6/30/2019

Utility Type	Inquiry Reasons	No. of
Cellular		
	Rates/Policies	3
	Service quality/repair	3
		Total 6
Competitive Local Exchange Carrier		
	Rates/Policies	1
	Safety	1
	Service quality/repair	2
		Total 4
Gas Distribution Companies		
	Billing	17
	Disconnection	2
	Rates/Policies	5
	Refusal to provide service	2
	Safety	2
	Service quality/repair	1
		Total 29
Intrastate Transmission		
	Safety	1
		Total 1
Investor-Owned Electric Utilities		
	Billing	20
	Deposit	2
	Disconnection	14
	Rates/Policies	27
	Refusal to provide service	11
	Safety	8

**Inquiry Reasons
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Utility Type	Inquiry Reasons	No. of
	Service quality/repair	24
		Total 106
Investor-Owned Water Companies		
	Billing	5
	Rates/Policies	2
	Service quality/repair	4
		Total 11
Local Exchange Carriers		
	Billing	6
	Disconnection	2
	Line extension/upgrade charge	2
	Rates/Policies	10
	Refusal to provide service	2
	Safety	21
	Service quality/repair	49
		Total 92
Long Distance Carriers		
	Service quality/repair	2
		Total 2
Rural Electric Cooperative Corporation		
	Billing	4
	Deposit	6
	Disconnection	8
	Line extension/upgrade charge	3
	Rates/Policies	7
	Safety	1
	Service quality/repair	2

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Utility Type	Inquiry Reasons	No. of
		Total 31
Water Associations		
	Rates/Policies	2
		Total 2
Water Districts		
	Billing	13
	Deposit	1
	Disconnection	7
	Line extension/upgrade charge	1
	Rates/Policies	3
	Refusal to provide service	2
	Service quality/repair	10
		Total 37
		Grand Total 321